



## Home Energy Saving Solutions

### Assessment Process and Initial Consultation

A home energy assessment begins with a brief consultation over the phone when we:

- Listen to your concerns about the comfort and efficiency of your home
- Learn about your home – the number and type of heating and air units, water heaters, etc.
- Explain how the assessment is conducted
- Schedule your appointment with our home performance consultant at your home

### Step 1: Home Performance Assessment

For a fee, we begin a plan to make your home more comfortable and efficient.

- Comprehensive set of evaluations, diagnostics and safety testing to determine current conditions
- Prioritized list of improvements as prescribed by your home energy consultant
- Follow up discussion to review our findings
- Ranges and options for cost of improvements
- Details about state and federal tax credits, and any other available financial incentives.

### Step 2: Improvement Agreement

We will present an itemized list of recommendations and work. During this time, we:

- Configure a timeline and priority list for achieving desired results
- Meet at your home with necessary trade partners to gather additional measurements and logistical information
- Review the complete scope of work to ensure that all of your selections are complete and documented
- Prepare the improvement schedule that will be used throughout the work phases

### Step 3: Improvement Phase

During the improvement phase, your home performance consultant continues to be the primary contact for all your questions and ideas. He or she is on site to oversee the project, including:

- Updating you on your project's progress, including any changes to the schedule
- Maintaining site security and cleanliness
- Performing the final "test out" to confirm the desired results
- Presenting invoices from our accounts manager based on the payment plan in your improvement agreement
- Providing all of the documentation you need to submit for rebates and other incentives

### HOME ENERGY SAVING SOLUTIONS, LLC

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